

Dignity at Work & Human Rights policy

Rentokil Initial plc (the “Company”) is committed to ensuring Dignity at Work and upholding the Human rights of our colleagues, customers, suppliers and everyone we engage with through the course of their employment or engagement.

The Company is committed to treating all colleagues, customers and suppliers (and any other individuals we engage with) with dignity and respect and fostering a discrimination-free environment for all. Our Code of Conduct stipulates clearly that it is usually unlawful and always contrary to our policies and values to give less favourable treatment or engage in any conduct that negatively affects another colleague or to harass another person in each case on the basis of gender, age, race, skin colour, ethnic or national origin, marital status, pregnancy/maternity and parental status, disability, religion, sexual orientation, hours of work, Socioeconomic background or other discrimination forbidden by local law.

Rentokil Initial will not tolerate any verbal or physical conduct that could be reasonably considered as intimidating, hostile or offensive and will take appropriate action in cases of unacceptable conduct.

We expect all colleagues to take personal responsibility for upholding company standards by treating with dignity and respect all parties with whom they come into contact in the course of our business and to behave in a professional and courteous manner and not to engage in harassment, bullying or offensive behaviour in the workplace.

The Company will treat seriously any complaints from our colleagues of harassment, victimisation and unlawful discrimination by fellow employees, customers, suppliers, visitors, the public and any others in the course of the organisation’s work activities. Such acts will usually be dealt with under the Company’s grievance and/or disciplinary procedures relevant to the country or region in which they occur, and appropriate action will be taken as required. Particularly serious complaints could amount to gross misconduct and may lead to dismissal.

Making a complaint which is subsequently found to be untrue or giving evidence or statements which are found to be inaccurate may lead to disciplinary action being taken against the individual making a claim or statement.

Dignity at Work

Colleagues found guilty of harassment or bullying may face disciplinary penalties, up to and including dismissal and could be personally liable to pay compensation in legal claims. The company will also not tolerate victimisation of a person for making allegations of bullying or harassment in good faith or supporting someone to make such a complaint.

Victimisation is a disciplinary offence. This policy covers bullying and harassment of and by managers, colleagues, contractors, agency staff and anyone else engaged to work at the company, whether by direct contract with the company or otherwise in the workplace and in any work-related setting outside the workplace including business trips and work-related social events.

Bullying or harassment of customers, suppliers, vendors or visitors or others will be dealt with through the disciplinary procedure. Should an incidence of bullying or harassment by customers, suppliers, vendors or visitors occur, colleagues should report any such behaviour immediately to their line manager who will take appropriate action.

Human Rights

Rentokil Initial supports the rights of all people as set out in The Universal Declaration of Human Rights (UDHR). We acknowledge the responsibility of businesses to respect human rights, by acting with due diligence to avoid infringing on the rights of others and to address any adverse impacts in which they are involved, in line with the UN Guiding Principles on Business and Human Rights.

These Human Rights Principles reinforce the behaviours expected of our colleagues as set out in our Code of Conduct which requires the company’s colleagues to respect the rights of, and deal fairly with,

their colleagues and all parties with whom they have dealings. The Supplier Code of Conduct outlines the standards expected from suppliers, and states that the company will “not permit any act by a business or an employee carried out in connection with the running of a Rentokil Initial business that is considered to be corrupt, either under relevant law or by reference to good business practice”.

The company will not tolerate intimidating, hostile or offensive conduct by its colleagues towards those that they deal with on behalf of the company. In this respect, the company will not make use of forced labour, and will not employ colleagues that are below the legal minimum age regulations in the countries in which it operates. Further details of this can be found in our annual Modern Slavery Statement.

The company also has procedures in place to review its suppliers of “production items” that operate in countries that may not have standards consistent with the company’s own codes of conduct and ethics.

In the event that breaches of the company’s standards are observed, the first action is to require the supplier to put corrective actions in place. If these are not considered acceptable then the final course of action is to terminate the supply contract.

Respecting human rights in the countries in which we operate, the company will not tolerate any connection with abuse. This includes abuses by third parties with whom it is associated through our operations. The company will not operate in countries where, by being present, it would be in breach of international sanctions.

In the event that the company establishes operations in new countries, it has strict rules to ensure that appropriate safeguards are put in place to ensure that no colleagues’ fundamental human rights are compromised. In circumstances where Rentokil Initial may have an influence to improve others’ respect for human rights and believe it can use that influence effectively, it will seek to do so.

In order to monitor the effectiveness of our human rights approach as a large and diverse organisation, Rentokil Initial requires our business leaders to be responsible for enforcing our human rights approach, including ensuring that all colleagues within their business are aware of their own responsibilities in this respect.

Recourse and reinforcement

In addition to the previously mentioned local disciplinary policies, to reinforce the above approach, the company operates a confidential “Speak Up” reporting process that is available to all colleagues. This reporting process includes reports relating to ethical or legal misconduct. The process is managed independently by the company’s Internal Audit function, reporting to the Board’s Audit Committee. The company’s annual report includes information on incidents that are the subject of such reporting.



Andy Ransom
Chief Executive

Published: June 2023